

December 14, 2012

To: Executive Board

Subject: **October Performance Indicators Report**

Recommendation

Receive and file the October 2012 Performance Indicators Report.

Summary

The performance indicators report provides an analysis of Foothill Transit's nine key indicators on a month-to-month basis. Data is collected from a variety of sources such as the fareboxes on buses; contractor reported data, and financial performance data. For the month of October, seven of nine performance indicator targets were met.

Below is a snapshot of system performance. *Further detail on the items discussed below can be found in the analysis section of this item.*

- **Boardings** – Overall boardings recorded for October 2012 was 1,337,289. This is a 13 percent increase compared to October 2011 ridership.
- **Fare Revenue** – Total fare revenue for October 2012 was \$1,618,402, resulting in an average fare of \$1.21 per boarding. This is an improvement of 4.16 percent over October 2011 revenue levels.
- **Operating Expenses** – Total operating expenses for October 2012 were \$5,454,052 resulting in an average cost per service hour of \$87.61.
- **Accidents** – There were five preventable accidents in October 2012, producing an average of 0.44 preventable accidents per 100,000 miles for the month.
- **Customer Complaints** – Foothill Transit recorded 12.19 complaints per 100,000 boardings for October. This is a five percent improvement from the October 2011 figures.
- **Schedule Adherence** – In October, 69.5 percent of all trips surveyed were on-time. This is a reduction of 17.76 percent when compared to October 2011. It is important to note that on-time performance is now reported using SMARTBus data., Last fiscal year on-time performance was reported using manually collected data.

Analysis

Attachments A - L show the performance indicators used to determine Foothill Transit's progress toward achieving our overall goals and objectives for this fiscal year. In order to accomplish its mission, Foothill Transit focuses on these goals:

- 1) Operate a safe transit system;
- 2) Provide outstanding customer service;
- 3) Operate an effective transit system;
- 4) Operate an efficient transit system.

Overall System Performance

Foothill Transit's overall system performance is based on several key indicators. These include total monthly ridership, vehicle service hours, fare revenues, and the total operating expenses incurred throughout the month.

Foothill Transit achieved seven of nine key performance indicator targets. This represents an improvement over September when five of nine performance targets were met. The performance targets not achieved in October are Complaints per 100,000 Boardings and Schedule Adherence. The number of complaints decreased from 13.48 in September to 12.19 in October. Schedule adherence remained the same as the prior month at 69.5 percent. Several initiatives are underway to improve on-time performance. Among these is the stationing of Foothill Transit Quality Assurance Inspectors in the dispatch area at both operating facilities to assist in the monitoring and immediate response to daily operational challenges. In addition, the repairs that were not completed by the prior contractor at our Arcadia location and that were resulting in fleet availability issues during the morning peak hours have now all been completed. The month of October also saw a 20 percent increase in ridership compared to September which can be attributed to a spike in gas prices and the launch of the Silver2Silver program.

Year to date, six of nine key performance indicator targets were met - one more than in September. The indicators not achieved were Complaints per 100,000 Boardings, Schedule Adherence and Preventable Accidents per 100,000 miles. As with the monthly figure, year-to-date Schedule Adherence did not change and held at 71.9 percent. Complaints are trending downward. The year-to-date figure fell from 16.62 in September to 15.39 in October. The year-to-date preventable accident number for the month of October was 0.67 per 100,000 miles which represents a decrease compared to last month's year-to-date figure of 0.75, representing movement in the right direction. The target for this indicator is 0.60 accidents per 100,000 miles.

Attachment A includes a summary of system goals and their respective performance indicators.

Total Boardings and Total Revenues

Total boardings in October 2012 were 1,337,289. This reflects an increase of 13.60 percent when compared to October 2011 figures and a 20 percent increase compared to the prior month. The increase in ridership can be attributed to a spike in gas prices in September and October. The AAA Fuel Gauge report indicated that the highest single day gas price average at \$4.71 for a gallon of regular unleaded fuel in Los Angeles area was on October 9, 2012, while the average gas price for the month was \$4.06 a gallon.

Another key contributor to the increase in ridership is the Silver2Silver program which launched on October 14, 2012. The program allows riders to use their Metro passes on the Foothill Transit's Silver Streak and Foothill Transit passes on Metro's Silver Line between El Monte Station and downtown Los Angeles. Ridership on the Silver Streak in October increased by 20 percent compared to September's ridership figure.

Year-to-date fare revenues reflect a 6.62 percent increase above the FY 2011 totals. Revenues in October 2012 were \$1,618,402 million, representing a 4.16 percent increase over October 2011.

Total expenditures for the month were \$5.45 million, which is an increase of 6.02 percent over October 2011 expenditures, while year-to-date expenditures are approximately equal to previous year-to-date expenditures.

Attachment B displays Total Boardings and Revenue for the past 13 months.

Following is a summary of how Foothill Transit's performance indicators relate to achieving its four primary goals:

Goal #1 – Operate a Safe Transit System – Foothill Transit's primary goal is to operate a safe transit system. The number of preventable accidents incurred for every 100,000 miles of vehicle operation measures system safety.

Preventable Accidents per 100,000 Miles

Foothill Transit has adopted a standard of 0.60 preventable accidents per 100,000 miles for this fiscal year. In October 2012 there were five preventable accidents, producing an average of 0.44 preventable accidents per 100,000 miles for the month. This is one more preventable accident than in October 2011. Year-to-date accidents are averaging 0.67 preventable accidents per 100,000 miles.

Attachment C provides a summary of Preventable Accidents per 100,000 Miles.

Goal #2 – Provide Outstanding Customer Service - Foothill Transit measures achievement of this goal by monitoring the following categories: Complaints per 100,000 Boardings; Average Miles between Service Interruptions; Average Hold Time; and

Schedule Adherence.

Complaints per 100,000 Boardings

In October a total of 12.19 complaints per 100,000 boardings were recorded. This is a decrease of five percent from October 2011. Of the 175 complaints received during the month, 101 were related to schedule adherence. There were also 40 complaints related to operator courtesy, 11 related to safety, and 10 related to fares. The agency also received 22 compliments for the month.

Attachment D provides a summary of Complaints per 100,000 Boardings.

Schedule Adherence

Foothill Transit has adopted a goal of 90 percent Schedule Adherence for this fiscal year. In October 2012 the agency achieved an average of 69.5 percent on-time performance on all lines. This is below the performance target of 90 percent and reflects a decrease of 17.76 percent from October 2011 figures. As mentioned earlier, this is the first year that SMART*Bus* system data is being used to monitor and report on-time performance. The SMART*Bus* system reports systemwide timepoints whereas the manual data used through prior fiscal years only reported a two percent sample of the system. This systemwide data is being used by the Quality Assurance team and by the operations contractor to make day-to-day operational changes and long-term schedule adjustments.

This key performance indicator is the focus of all functional area teams and Foothill Transit's operations contractor and its improvement is a very high priority.

Average Hold Time

Data available from the phone systems at our five Transit *Stores* and our administrative office allows the monitoring of individual stores, specific lines, and the times at which there are higher call volumes, so that the stores can be staffed accordingly. The recorded average hold time of 43 seconds during October 2012 is below the performance target of 45 seconds. The Transit *Store* management team continuously monitors the call queue to ensure calls are being answered in an efficient and timely manner.

Attachment F provides a summary of Average Hold Time.

Average Miles between Service Interruptions

In October, Foothill Transit averaged 18,068 miles between service interruptions. This is above the fiscal year target of 15,000 miles. Year-to-date average miles between service interruptions are currently 20,972 which is 39.74 percent lower than the previous fiscal year. It is important to note that new categorization procedures have been

implemented which will provide better data, and may increase the number of reported service interruptions.

Attachment G, Average Miles between Service Interruptions, compares the average miles between service interruptions with our performance standard.

Goal #3 – Operate an Effective Transit System- Foothill Transit measures its overall effectiveness as a transit system by monitoring Boardings per Vehicle Service Hour and Average Weekday Boardings.

Boardings per Vehicle Service Hour

The agency averaged 21.5 boardings per vehicle service hour in October 2012. This represents an increase of almost three percent from the October 2011 figure. The 62,255 service hours operated during the month is 10.29 percent higher than the same period in the previous fiscal year.

Attachment H shows the trend of this performance indicator.

Average Weekday Boardings

In October 2012, the agency averaged 61,239 boardings per weekday. This figure reflects a significant increase of 34.24 percent from October 2011 average weekday boardings. This corresponds to the increase in total overall ridership for the month. Year-to-date average weekday boardings are 13.61 percent higher than those in the previous fiscal year.

Attachment I, Average Weekday Boardings, shows the trend of this indicator.

Goal #4 – Operate an Efficient Transit System- Foothill Transit measures its overall efficient use of available resources by monitoring farebox recovery ratio and average cost per vehicle service hour.

Average Cost per Vehicle Service Hour

The organization's average cost per vehicle service hour in October 2012 was \$87.61. This is an improvement of almost four percent from the October 2011 figure. While the year-to-date cost per hour figure of \$88.85 is also four percent over the previous fiscal year, it is still below the performance target of \$99.22.

Attachment J, Average Cost per Vehicle Service Hour, shows the trend of this indicator.

Farebox Recovery Ratio

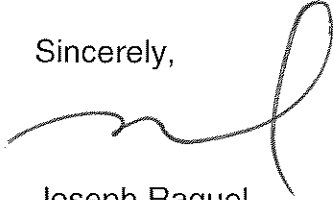
The October 2012 farebox recovery ratio was 29.67 percent. This is a 1.74 percent decrease from the October 2011 figure. For the fiscal year, farebox recovery ratio is currently tracking at 29.46 percent and represents an improvement of 2.54 percent over

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the previous fiscal year. The farebox recovery ratio is calculated by dividing total revenue by total operating expense.

Attachment K, Farebox Recovery Ratio, shows the trend for this indicator.

Sincerely,



Joseph Raquel
Director of Planning



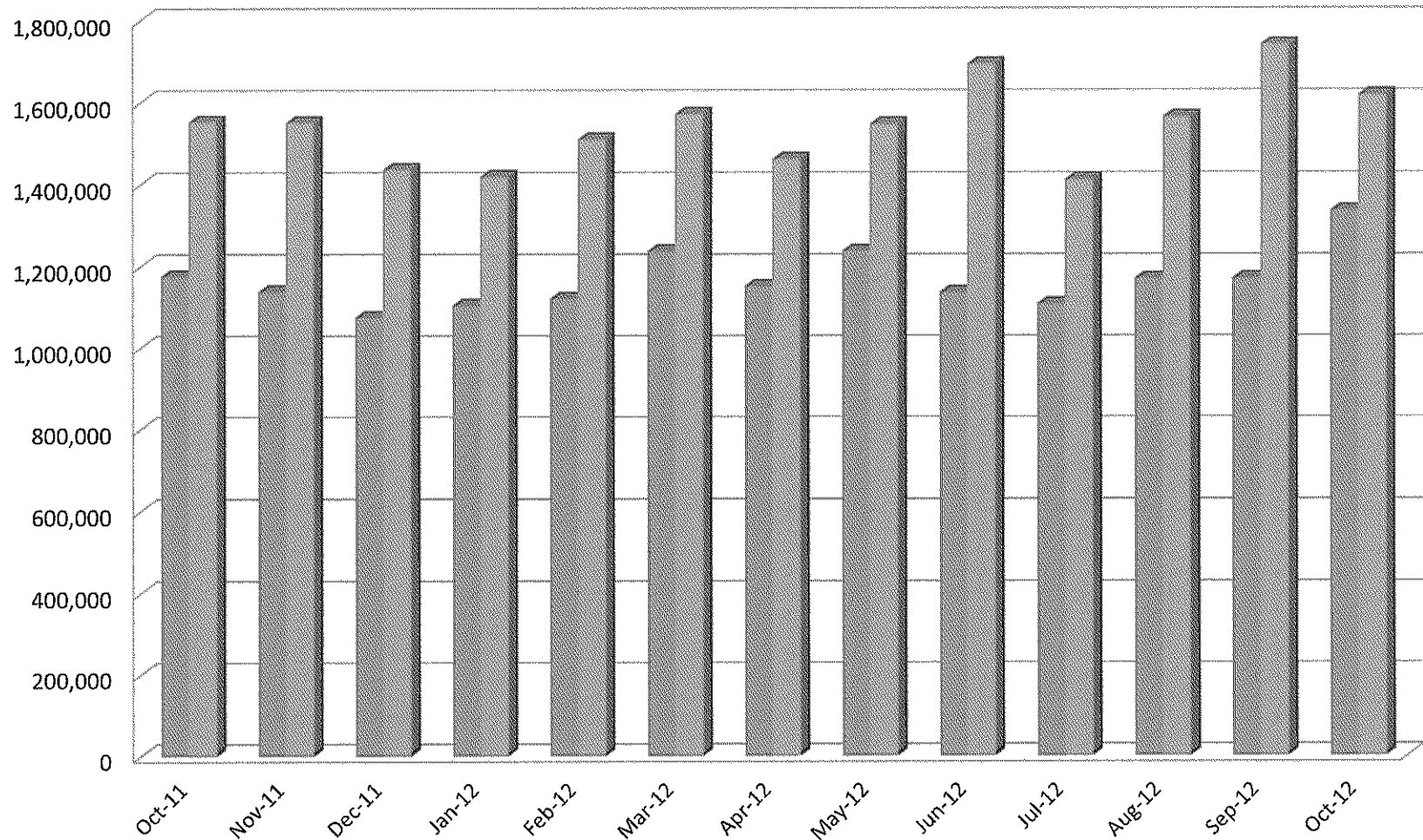
Doran J. Barnes
Executive Director

Attachments

Attachment A: Key Indicators Report
October-12

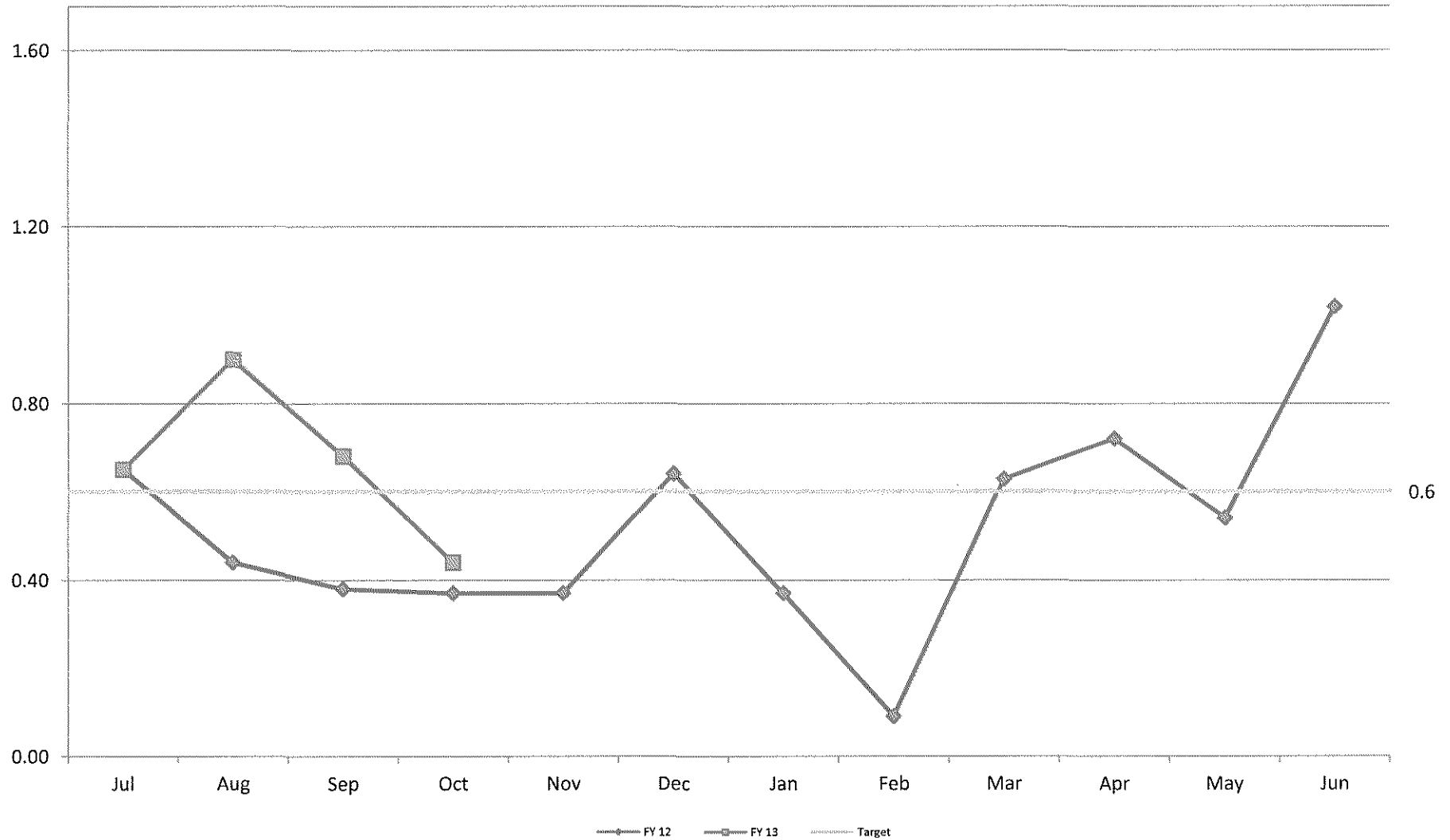
Goal	Performance Indicator	Attachment	Current Month	MTD Meets/Exceeds	Same Month Prior Year	% Improvement	Performance Target	FY 13 Year to Date	YTD Meets/Exceeds	FY 12 Year to Date	% Improvement
Overall System Performance	Total Boardings	B	1,337,289	N/A	1,177,187	13.60%	N/A	4,790,053	N/A	4,702,135	1.87%
	Vehicle Service Hours		62,255	N/A	56,447	10.29%	N/A	239,565	N/A	224,459	6.73%
	Total Fare Revenue	B	\$1,618,402	N/A	\$1,553,731	4.16%	N/A	\$6,338,869	N/A	\$5,945,236	6.62%
	Total Operating Expense		\$5,454,052	N/A	\$5,144,525	6.02%	N/A	\$20,717,846	N/A	\$20,697,077	-0.10%
Safe Transit System	Preventable Accidents per 100,000 Miles	C	0.44	X	0.37	18.72%	0.60	0.67		0.46	-31.14%
Provide Outstanding Customer Service	Complaints per 100,000 Boardings	D	12.19		12.83	5.00%	10.5	15.39		10.76	-42.99%
	Schedule Adherence	E	69.5%		84.5%	-17.76%	90%	71.9%		86.6%	-16.95%
	Average Hold Time	F	0:43	X	0:43	0.00%	0:45	0:43	X	0:37	-17.57%
	Average Miles Between Service Interruptions	G	18,068	X	24,864	-27.33%	15,000	20,972	X	34,806	-39.74%
Operate an Effective Transit System	Boardings per Vehicle Service Hour	H	21.5	X	20.9	2.87%	20.1	20.3	X	20.9	-2.87%
	Average Weekday Boardings	I	61,239	X	45,620	34.24%	46,000	52,511	X	46,219	13.61%
Operate an Efficient Transit System	Average Cost per Vehicle Service Hour	J	\$87.61	X	\$91.14	3.87%	\$99.22	\$88.85	X	\$92.21	3.64%
	Farebox Recovery Ratio	K	29.67%	X	30.20%	-1.74%	26.76%	29.46%	X	28.73%	2.54%

Attachment B: Total Boardings vs. Total Revenues

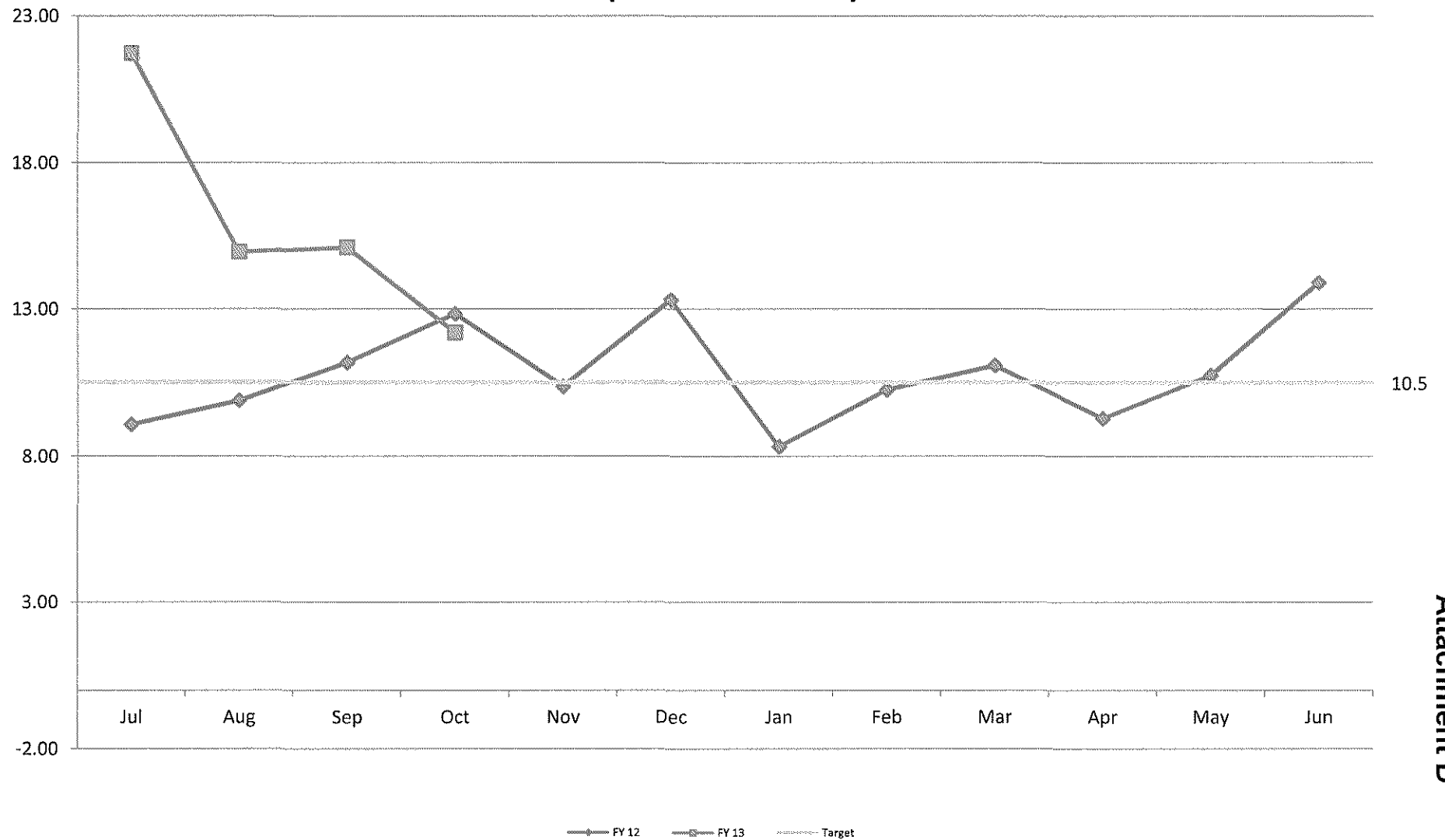


	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12
Boardings	1,177,187	1,138,768	1,075,173	1,105,137	1,121,948	1,238,135	1,152,487	1,238,863	1,136,981	1,108,908	1,171,679	1,172,177	1,337,289
Revenues	\$1,553,731	\$1,551,750	\$1,437,850	\$1,420,704	\$1,511,667	\$1,572,799	\$1,463,875	\$1,548,657	\$1,695,542	\$1,413,122	\$1,565,433	\$1,741,912	\$1,618,402

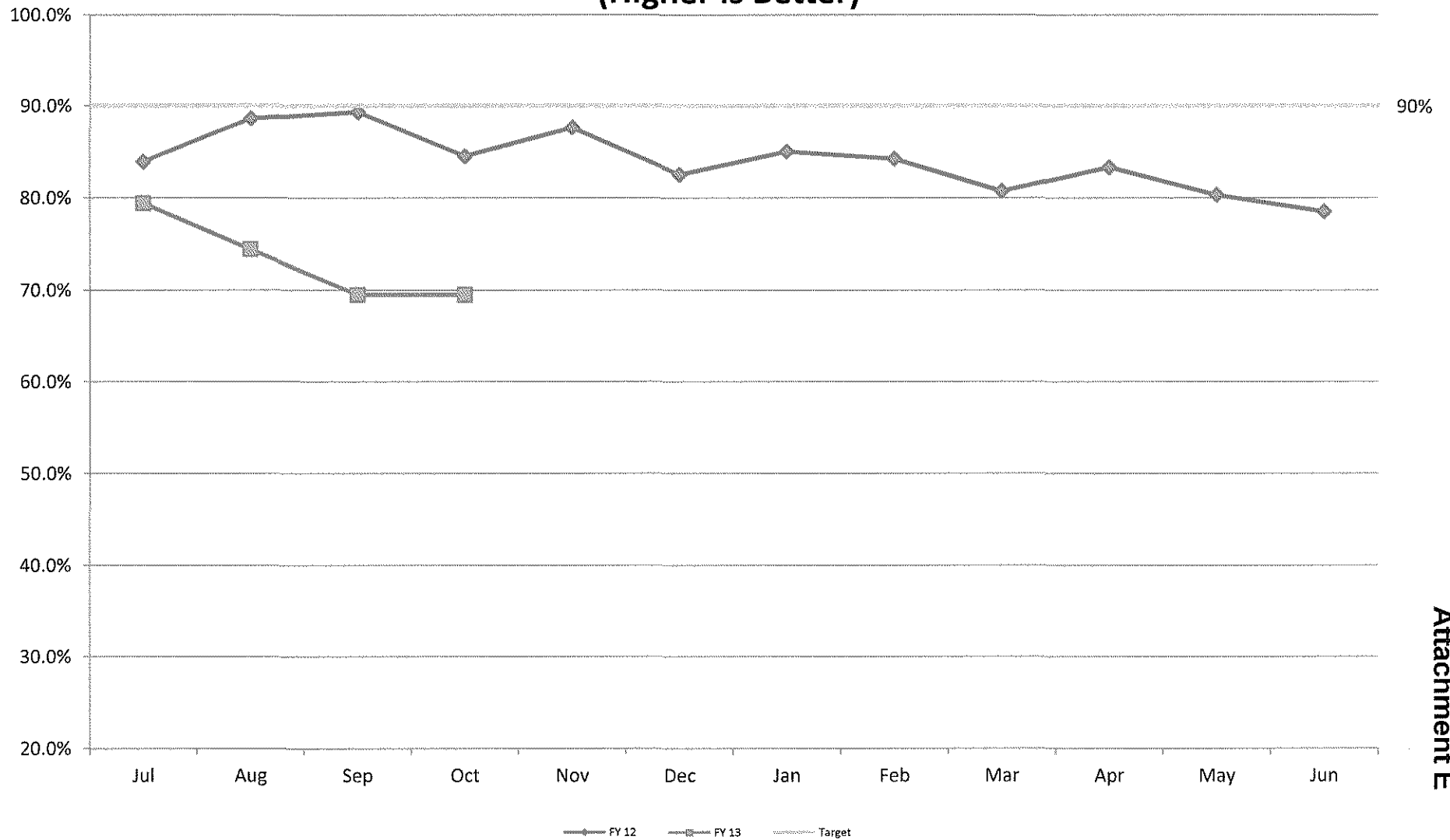
Attachment C: Preventable Accidents per 100,000 Miles (Lower is Better)



Attachment D: Complaints per 100,000 Boardings (Lower is Better)

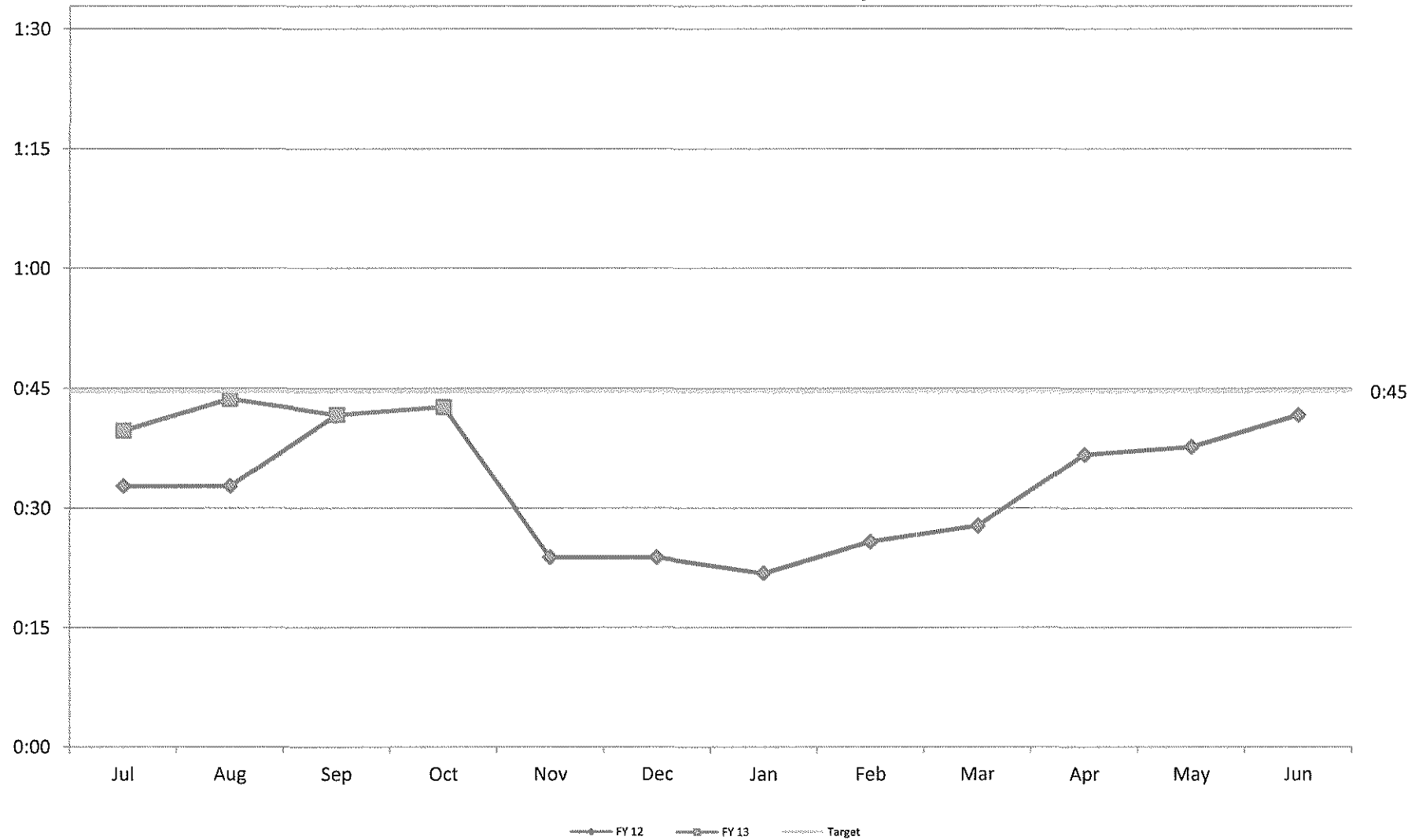


Attachment E: Schedule Adherence (Higher is Better)

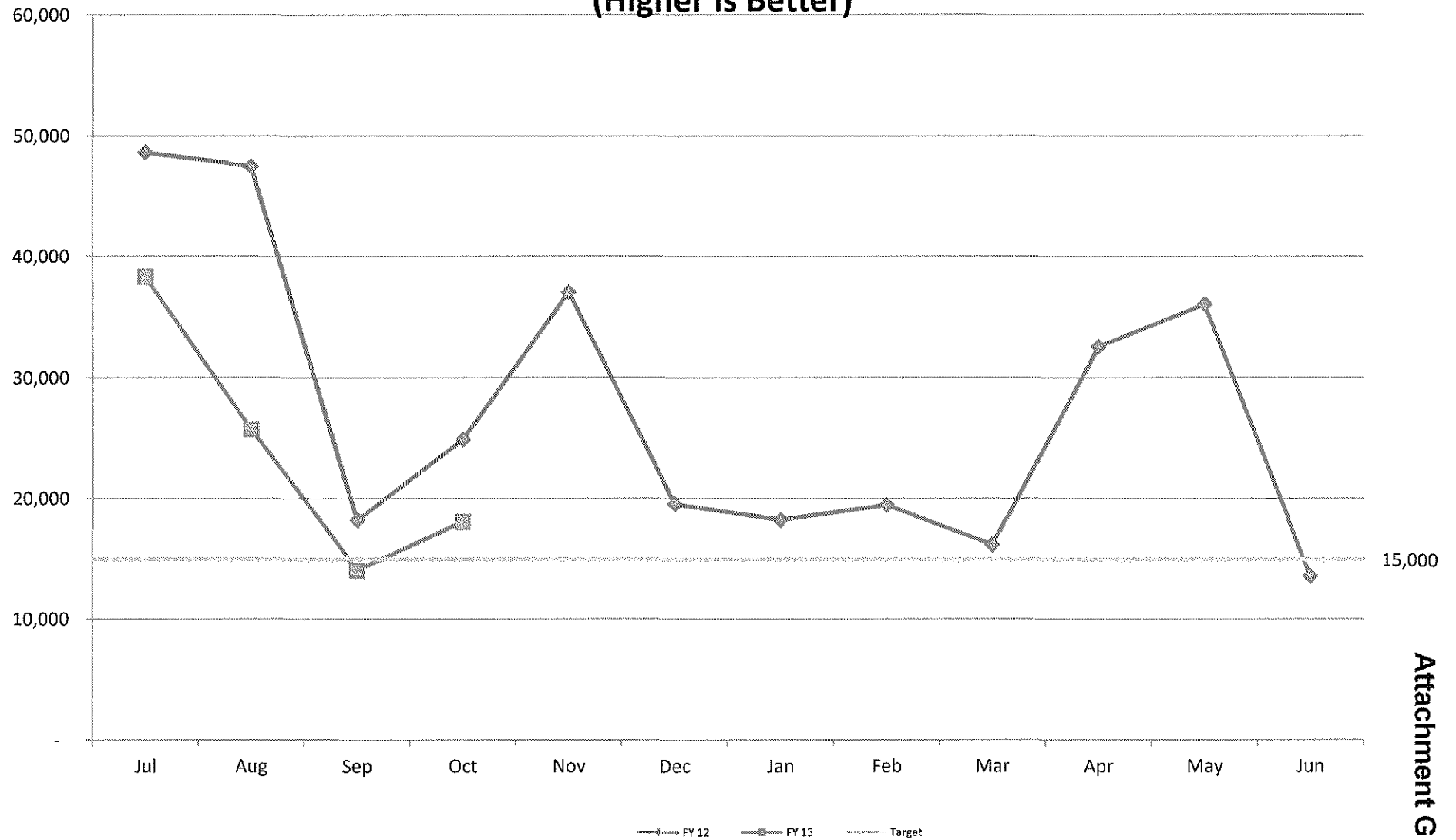


Attachment E

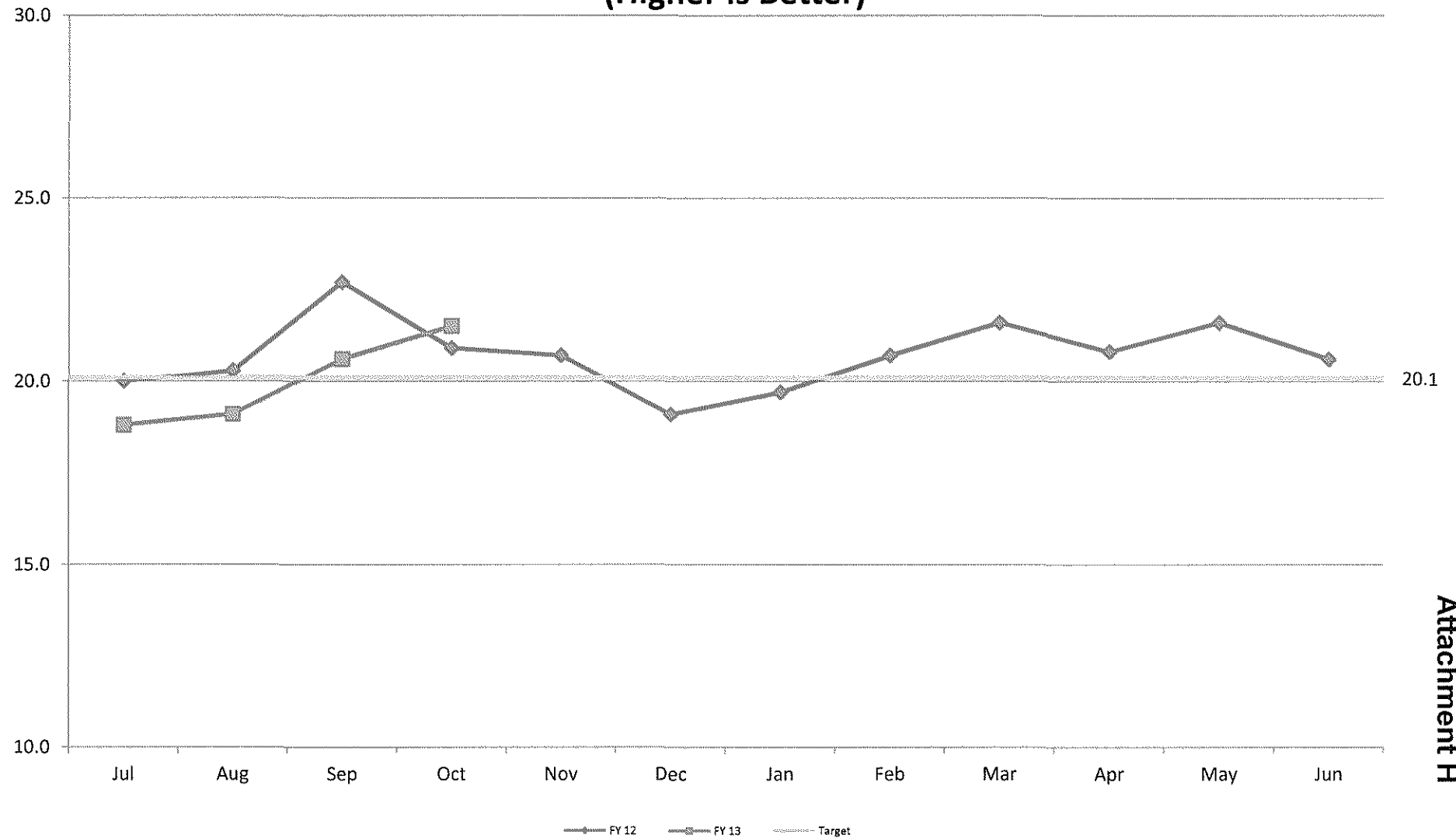
Attachment F: Average Hold Time (Lower is Better)



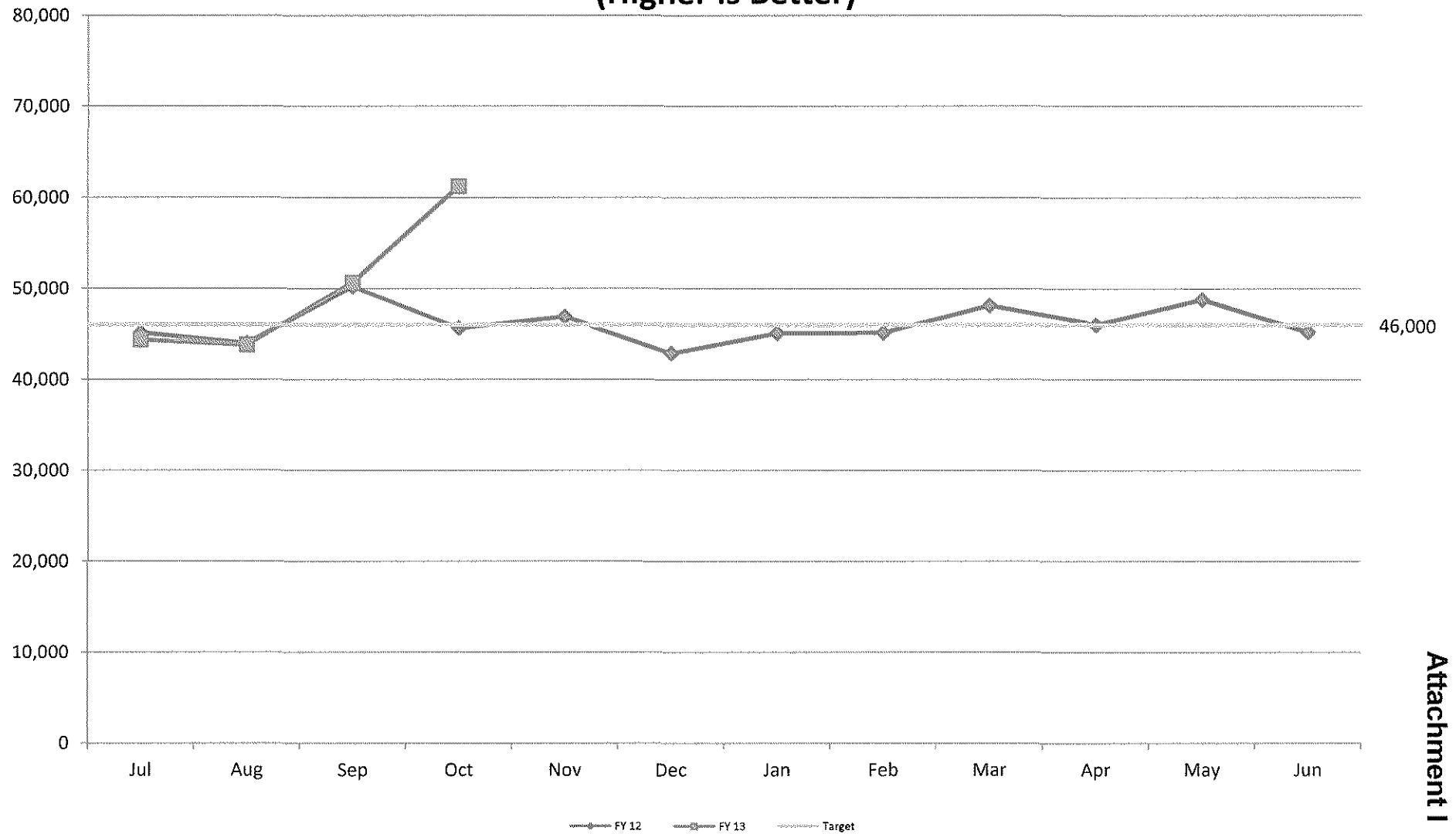
Attachment G: Average Miles Between Service Interruptions (Higher is Better)



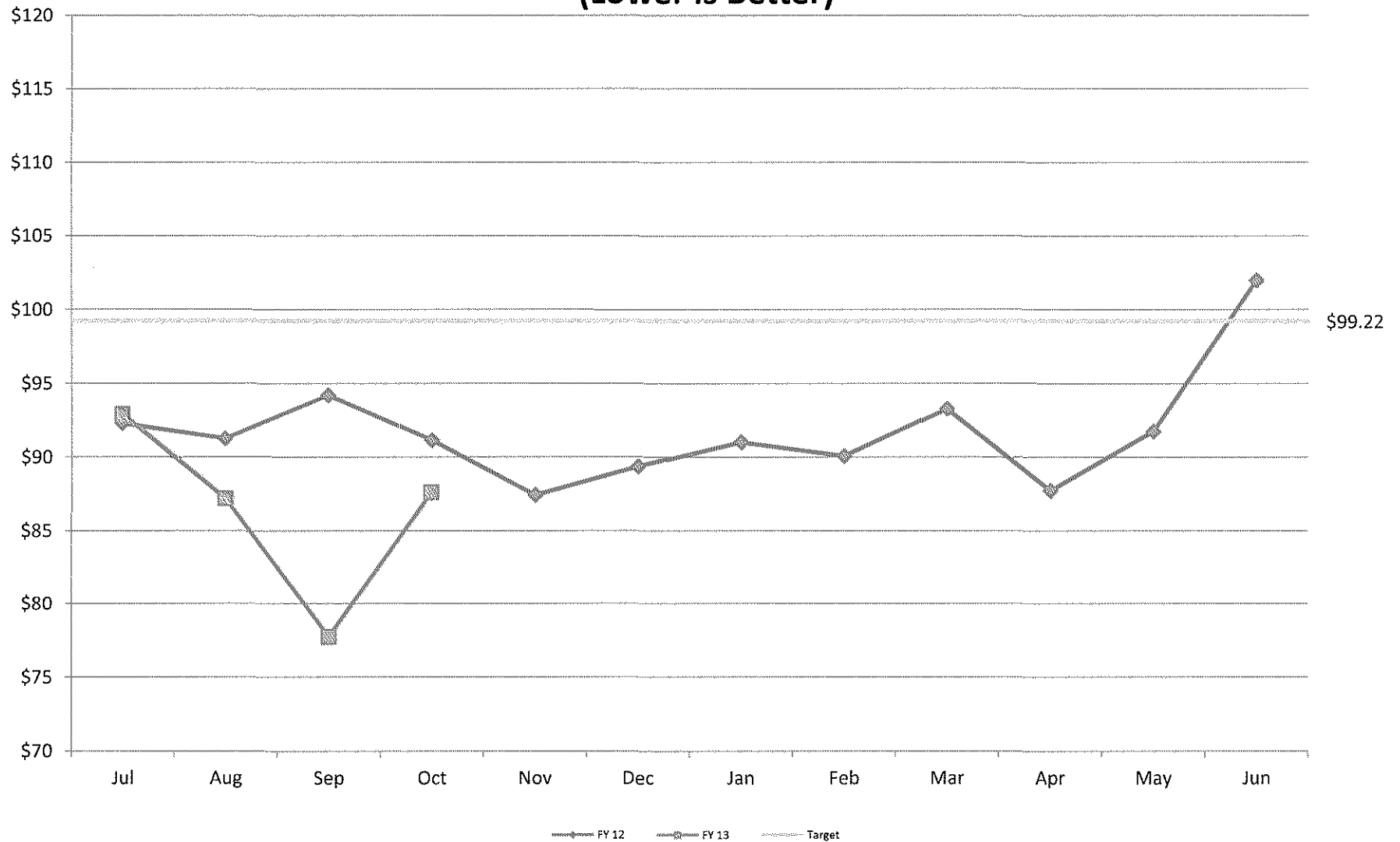
Attachment H: Boardings per Vehicle Service Hour (Higher is Better)



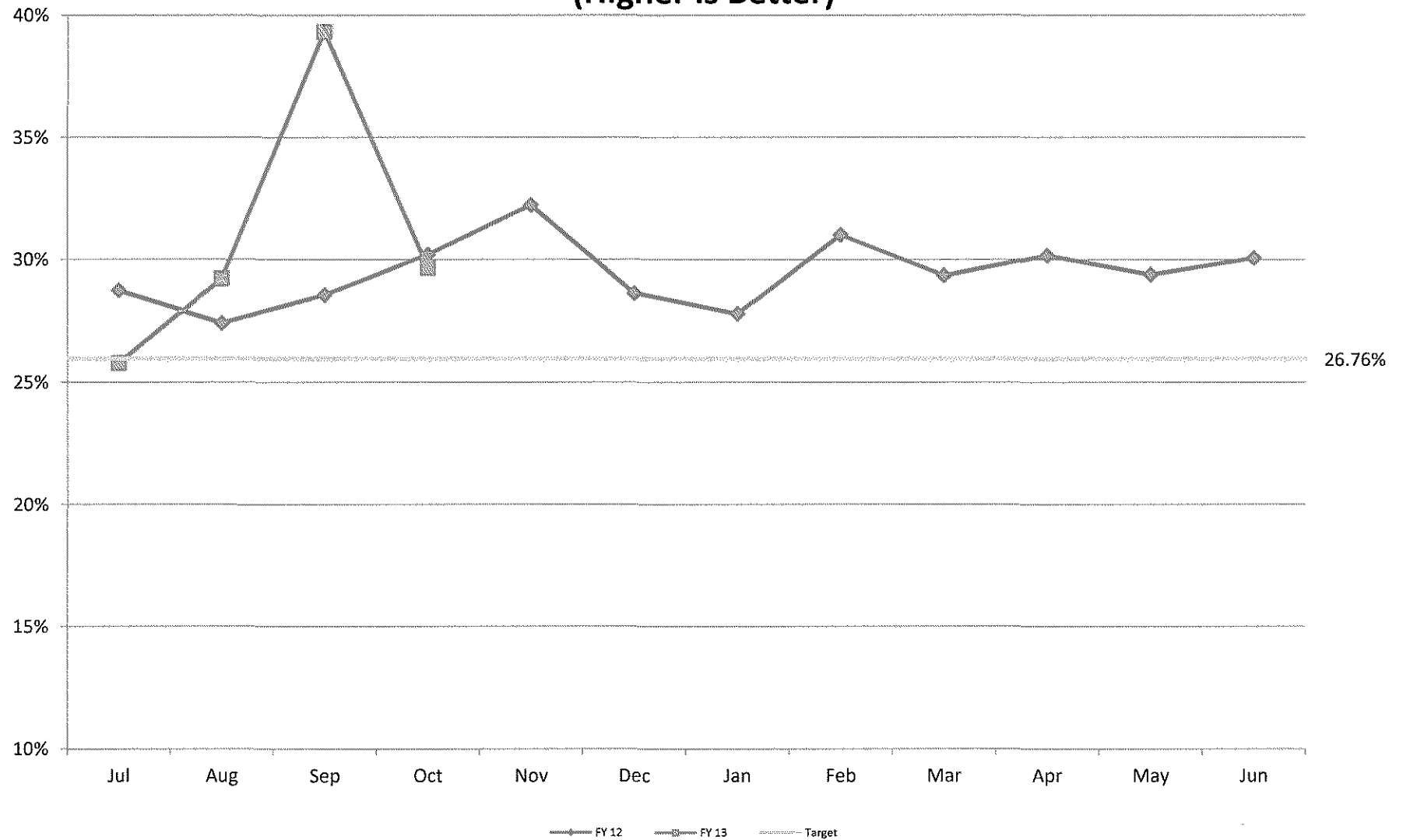
Attachment I: Average Weekday Boardings (Higher is Better)



Attachment J: Average Cost per Vehicle Service Hour (Lower is Better)



Attachment K: Farebox Recovery Ratio (Higher is Better)



Attachment L: Operations Report - Total System
October-12

Goal	Current Month	Same Month Prior Year	% Improvement	Performance Target	FY 13 Year to Date	YTD Meets/Exceeds	FY 12 Year to Date	% Improvement
Average Fare per Boarding	\$1.21	\$1.32	-8.32%	\$1.32	\$1.32	X	\$1.27	4.20%
Average Cost per Boarding	\$4.08	\$4.37	6.67%	\$4.93	\$4.33	X	\$4.40	1.70%
Average Subsidy per Boarding	\$2.87	\$3.05	5.96%	\$3.61	\$3.00	X	\$3.14	4.40%
Total Vehicle Miles	1,138,284	1,093,996	4.05%	N/A	4,341,298	N/A	4,360,263	-0.43%
Vehicle Service Miles	877,903	836,182	4.99%	N/A	3,371,758	N/A	3,324,739	1.41%
Total Vehicle Hours	15	66,277	-99.98%	N/A	284,826	N/A	263,774	7.98%
In-Service Speed	14.1	14.8	-4.59%	N/A	14.1	N/A	14.8	-4.90%
Boardings per Vehicle Service Mile	1.52	1.41	8.03%	N/A	1.42	N/A	1.41	0.75%